

MANAGEMENT PERFORMANCE AND ACCOUNTABILITY ADVISOR I

JOB DESCRIPTION

Classification Responsibilities: A Management Performance and Accountability (MPA) Advisor I is responsible for performing complex and diverse activities involving organization level initiatives, systems, and performance. Work is focused in six major areas: 1) management system design, development, and implementation; 2) strategic and operational plan development, monitoring, and implementation; 3) performance management; 4) process management; 5) customer and employee research and 6) management consulting services. Management system design activities include: researching and promoting management system methodologies/ innovations; identifying weaknesses, gaps, and/or areas for improvement in existing management systems; and presenting needs analysis and recommendations to the City Management. Strategic and operational planning activities include: coordinating the development of and administering the organizational and department/division level strategic plans; developing reporting and monitoring systems; assisting and coordinating the implementation of Citywide and department/division strategic and operational plans; and providing project design. Performance management duties include: researching and promoting performance management practices and methodologies; designing, developing, and implementing continuous improvement systems, processes, and practices; aligning organizational practices and systems with nationally recognized performance criteria such as Malcolm Baldrige and ISO; and building internal capacity within departments for performance management. Process management duties include: planning, coordinating, and administering the use of a standard, systematic process management approach throughout the organization. Customer research activities include: planning and coordinating the development and implementation of employee and citizen surveys, assisting departments and divisions in the design, development, and implementation of surveys and other data collection methods; analyzing data through statistical methods to quantify customer requirements; assessing performance; and presenting results to management and employees. This class performs related duties as required.

Distinguishing Features: Work requires considerable independent judgment and initiative in combining a broad scope of professional, organizational effectiveness knowledge and sophisticated, analytical judgments in order to resolve a variety of complex citywide issues. Incumbents are required to carry out assignments without detailed instruction or guidance. This class receives general supervision from the Management Performance and Accountability Director, who reviews work through conferences and the evaluation of overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Minimum Qualification(s) Required. Any combination of training, education, or experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business, Public Administration, Accounting, Organizational Development, Human Resources, Management, or related field. Considerable (3 - 5 years) professional work experience in organizational effectiveness initiatives including any combination of: management system design, performance management, process improvement, strategic planning, survey design and data gathering, outcome evaluation, project management, and/or coaching/mentoring.

Special Requirement(s). None.

Preferred/Desirable Qualification(s). Graduation from an accredited college or university with a Master's Degree in Business, Accounting, or Public Administration is preferred. ISO 9000 Auditor, Malcolm Baldrige Examiner, Six Sigma Black Belt, or CPA experience is highly desirable. American Society for Quality (ASQ) and Certified Quality Manager (CQM) certifications are desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates orally and in writing to management, other City employees, external customers, and outside consultants to promote, establish, and align effective management systems and practices. Consults and advises management on a broad range of management practices and issues. Works with Executive Staff to provide and receive recommendations for current and future MPA projects. Manages and develops specific program areas within the MPA Office. Makes effective oral presentations. May instruct employees on various organizational development and quality topics. Conducts workshops and meetings with individuals and departments in the areas of: organizational effectiveness, performance management including system and process improvement, and other Citywide projects. Develops management policies, prepares status reports, flowcharts, presentations, proposals, schedules, procedures, and other written materials.

Manual/Physical: Attends meetings with peer organizations for the purpose of benchmarking or sharing information on best practices. Operates a variety of standard office equipment to assist in the preparation of materials and reports. Prepares and presents information for management review. Meets scheduling and attendance requirements.

Mental: Designs, plans, organizes, initiates, recommends, coordinates, and facilitates assigned projects. Identifies long-term management system deficiencies and needs. Designs management systems. Diagnoses organizational deficiencies and designs activities that will lead to improved performance and/or capabilities. Takes broad, complex topics and synthesizes the information into concise and articulate proposals, reports, and recommendations. Performs mathematical calculations, statistical computations, and financial and/or cost analysis. Researches and analyzes data to make recommendations to appropriate personnel. Advises departments regarding options for management systems and practices for improvement. Prioritizes departmental requests for assistance based on strategic citywide priorities. Analyzes workgroup dynamics and increases effectiveness and productivity through coaching and mentoring.

Knowledge/Skills/Abilities:

Knowledge of:

the organizational structure, purpose, and functional responsibilities of City departments;
management systems theory, analysis, and design;
Baldrige Criteria for Performance Excellence;
change management;
project management;
performance auditing;
group dynamics/human behavior and the effects of both on members of a group;
organizational effectiveness methodology, concepts, and practices;
assessment, curriculum development, policy writing, and program development;
total quality management philosophy and citywide application;
Lean/Kaizen techniques;

ISO 9000;
survey design and sampling protocols and techniques;
statistics;
market/customer satisfaction research methods;
cultural diversity and citywide impact; and
PC software applications.

Skill in:

system design and development;
synthesizing complex information into clear and concise proposals, and reports;
leadership development and coaching;
oral and written presentation development and delivery;
lesson plan development and training design;
project management; and
data analysis, summary, interpretation, and presentation.

Ability to:

establish cooperative working relationships with all levels of employees and other government and private organizations;
prepare clear, concise, and accurate written documents and reports using proper business English, sentence structure, grammar, and punctuation;
communicate clearly, concisely, and convincingly in front of small and large groups;
develop effective multimedia and written materials for public presentations and marketing purposes;
recognize and diagnose individual, group, or citywide activities that inhibit productivity and high performance;
administer and interpret needs analyses;
conduct special studies and investigations as required;
exercise initiative and independent judgment to analyze complex customer search data and draw conclusions that are meaningful, make decisions and recommendations that are useful and actionable for management; and
work effectively with groups of employees and departments throughout the organization to implement various contemporary management systems, tools, and philosophies.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New and Replaces Quality and Organizational Effectiveness Advisor 10/07

TOB/jh

CS5169.DOC

EEO-Prof

NIDA-None

RESP-None

JOB FCTN-ADM

PAY STEPS-A-G

PAY RANGE: 51

SH-None

CDL-None

IND-9410

SWORN-No

GROUP I POSITION-Yes